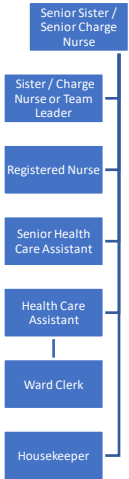


JOB DESCRIPTION

Job Title:	Health Care Assistant
Location:	Noble's Hospital, Medicine, Urgent Care and Ambulance Service
Accountable to:	Divisional Manager
Reports to:	Senior Sister / Senior Charge Nurse or Department Manager
Pay Band:	2
Job Evaluation Reference No:	0288v5/JE/16
Organisation Chart: (attached)	 <pre> graph TD A[Senior Sister / Senior Charge Nurse] --- B[Sister / Charge Nurse or Team Leader] B --- C[Registered Nurse] C --- D[Senior Health Care Assistant] D --- E[Health Care Assistant] E --- F[Ward Clerk] F --- G[Housekeeper] </pre>
<u>JOB PURPOSE</u> Under the direction of the Registered Practitioner who is accountable for patient care, works as part of a multi professional team, supporting and delivering patient care.	
<u>KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB</u> It would be an advantage if the post holder has had previous experience of caring, but this is not essential. The post holder must be able to communicate accurately and concisely to patients, family members and all members of the multi professional team. To be friendly, approachable and able to work with others in a team to ensure all patients receive high quality, individually planned care.	

- The post holder needs to be proactive and enthusiastic about delivering high-quality nursing care and be able to work under the direction of the Registered Practitioner with the minimum of supervision. They must be an active contributor of the multi professional team, participate in quality initiatives as directed by the Registered Practitioner and demonstrate that they can be flexible in assisting and meeting the requirements of the department
- The post holder will be encouraged and be expected to show a willingness to expand personal and professional knowledge through attending and participating in appropriate study and training programmes. The post holder must attend local and corporate induction training and the components of the mandatory training programme that are necessary to fulfil the role of Health Care Assistant, including updates as required by hospital policy. The post holder will be required to maintain an ongoing record of attainment. The post holder will be encouraged to attain NVQ Level II, in Health and Social Care or equivalent level of competence.
- The post holder will be expected to have an acceptable attendance at work as outlined in the departmental Attendance at Work Policy and Procedures.

MAIN DUTIES & RESPONSIBILITIES

- The Health Care Assistant will be required to assist the Registered Practitioner in the delivery of care to all patients, to support activities of daily living. This will include such activities as assistance with dietary and nutritional needs, personal and oral hygiene, moving and handling, monitoring and recording of basic observations, elimination, and emotional, cultural and spiritual needs, care of the dying patient and their family and last offices.
- The Health Care Assistant under the direction of a Registered Practitioner will perform a range of clinical and non-clinical duties e.g. collecting healthcare records
- Clinical duties will dominate the majority of the time worked by Health Care Assistants and will take precedence over nonclinical duties.
- The Health Care Assistant will be responsible for the care they deliver, that has been directed to them by the registered practitioner. They will be required to maintain accurate written records and have all entries countersigned by a registered practitioner.
- The Health Care Assistant has the responsibility to ensure they are aware and adhere to Hospital policies and procedures.

CLINICAL

- Where appropriate training has been given, the post holder will undertake an agreed range of procedures associated with the patient's care needs as directed by the Registered Practitioner.
- Clinical duties will include escorting patients who are medically / surgically stable to various locations throughout the hospital and on approved outings as directed by the Registered Practitioner.
- Be able to perform, record and report basic clinical observations, to include blood pressure, pulse, respiratory rate, temperature, and pulse oximetry in non-critically ill patients.
- Be able to measure and record fluid balance to include input and output, being responsible for ensuring the registered practitioner is informed of recordings.



- Be able to obtain specimens of urine and, record and report findings of tests. Undertake ward urinalysis tests (dip stick) as per agreed clinical procedures. Will be able to remove indwelling urinary catheters.
- Following approved training will assist the registered practitioner in the moving and handling of patients utilising appropriate aids.
- Following approved pressure area management training will be able to observe and report changes in patient's skin condition to a registered practitioner.
- Following the direction of the registered practitioner will be able to remove and replace simple wound dressings and apply non-prescription creams / ointments. Observe wound sites and report any changes to the Registered Practitioner.
- Following approved training and following manufacturer's instruction is able to correctly apply anti embolic stockings to patients who require them.
- The Health Care Assistant will be able to carry out assessments of weight, height and body mass index utilising accepted assessment tool and record and report findings.
- Following approved training will be able to perform a nutritional assessment using the Malnutrition Universal Screening Tool (MUST) tool.

PROFESSIONAL

- Establish and maintain good working relationships with all members of the multi professional team.
- Conduct should be of a standard that promotes patient and public confidence in the Health Care Assistant and service provided.
- The Health Care Assistant will conform to Noble's Hospital Uniform Policy.

TRAINING, EDUCATION & RESEARCH

- The Health Care Assistant must attend Local and Corporate induction sessions, within two months of commencing employment.
- The Health Care Assistant will be encouraged to attain NVQ Levels II, or equivalent level of competence.
- Attend mandatory training as appropriate. Attend updates in line with hospital policy.
- The Health Care Assistant will be responsible for maintaining a record of attainment.
- Negotiate with Senior Sister / Senior Charge Nurse or Department Manager additional appropriate training, as identified in personal development plan.
- Participate in the process of self-evaluation and individual performance review with designated registered practitioner on an annual basis.
- The Health Care Assistant, who has completed all mandatory and relevant training, will have the responsibility of supporting and participating in the orientation process of new Health Care Assistants to the ward / department, as requested by the registered practitioner.



- Participate in, and contribute to any ward / department developments, promotions or educational opportunities.

PLANNING & ORGANISATIONAL SKILLS

- Plan own time efficiently in order to meet the needs of patients in their direct care and is able to adapt easily to changing situations.
- Adapts to and is calm in challenging, stressful situations.
- Works as part of the team and actively contributes to the planning of patient care.

COMMUNICATION

- The Health Care Assistant will demonstrate good communication skills and will be able to relay basic information regarding patient's condition, treatments and interventions to relevant members of the multi professional team, patients and relatives as directed by the Registered Practitioner.
- Maintains accurate, contemporaneous written records of care given, ensuring that all entries are checked and counter-signed by a Registered Practitioner.
- Adheres to Noble's Hospital Record Keeping Policy.
- Participates in the verbal handover of patient information as directed by the Registered Practitioner.
- Maintains patient confidentiality and is discreet when communicating sensitive information to patients, family and colleagues.
- Ensure the patient's consent is sought wherever possible, prior to the post holder carrying out any interventions.
- Where communication is difficult, communication aids are used as per care plan. The post holder may be required to liaise with multi professional staff to acquire the most appropriate aids and demonstrates a basic knowledge of the aids and how to use them.
- The Health Care Assistant is aware of the need to maintain verbal and nonverbal communication even when there is no apparent response from the patient, and demonstrates the ability to understand nonverbal responses from patients.
- Attends and participates in Ward / Department / Unit meetings.
- Acts a representative of the Ward / Department at appropriate meetings and forums as designated by the Ward / Department Manager, e.g. Health Care Assistant Review Group, Housekeeping meetings.

MANAGERIAL/LEADERSHIP

- The Health Care Assistant will be responsible for effectively managing their time.



- As directed by the nurse in charge, take responsibility for storage and maintenance of equipment and stores. Stock control and rotation and report any anomalies to the Senior Sister / Senior Charge Nurse or Department Manager.
- As directed by the Senior Sister / Senior Charge Nurse or Department Manager will have responsibility for supervising and mentoring new Health Care Assistants / Bank Health Care Assistants joining the team.
- As directed by the Senior Sister / Senior Charge Nurse or Department Manager will act as link nurses / key workers for specific tasks, e.g. Moving and Handling.

Patient Safety & Quality

- The Health Care Assistant is aware of, has read and adheres to hospital policies, guidelines and procedures pertaining to their role.
- Participates in local audit reviews and contributes to any remedial actions as directed by Senior Sister / Senior Charge Nurse or Department Manager.
- Assists / participates in the activities of Essence of Care (Transforming Care) initiatives and other quality initiatives as directed by the Senior Sister / Senior Charge Nurse or Department Manager.
- Establishes and maintains respectful and professional relationships with patients, carers and colleagues. Reports any comments / concerns of the quality of care to the Senior Sister / Senior Charge Nurse or Department Manager.
- Maintains confidentiality, in line with hospital policies and procedures and at all times has regards for patients' privacy, dignity and rights.
- Reports and records work-based accidents, incidents and security concerned to the Senior Sister / Senior Charge Nurse or Department Manager without delay.
- Contributes to ward review of untoward incidents, supporting any necessary remedial action.
- Follows Infection Control Policies and procedures and at all times works to minimise the risk of cross contamination.
- The Health Care Assistant contributes to an environment on the Ward / Department that is fair and promotes a responsible and fair blame culture.
- The Health Care Assistant under the direction of the Registered Practitioner will assist in the assessment of risk to patients in areas such as moving and handling, nutritional assessment, falls prevention, and skin integrity. The Health Care Assistant will assist the Registered Practitioner in delivering care that minimises any risk to patients.

SYSTEMS & EQUIPMENT

- The Health Care Assistant is responsible for ensuring that equipment is stored, cleaned and maintained according to manufacturer's instructions. Any discrepancies / damage to be reported to the Senior Sister / Senior Charge Nurse or Department Manager.
- As directed by the Senior Sister / Charge Nurse, the Health Care Assistant will take responsibility for the maintenance, storage and rotation of stock and consumables to ensure the most effective, cost-efficient use of resources.



- The post holder must have basic level Microsoft Office skills. Training will be given in the use of the patient administration system (Medway) to enable inputting patient data to support clerical aspects of the role as required.
- The post holder will at times be expected to undertake basic administration duties to support the wards multi-disciplinary team.

DECISIONS & JUDGEMENTS

- The Health Care Assistant works under the supervision of the Registered Practitioner, and will be responsible for delivering care without constant direct supervision.
- The Health Care Assistant will be able to interpret basic information and make judgements as to when to inform/include the registered practitioner e.g. basic vital observations.
- The Health Care assistant should be aware of their own limitations in regard to knowledge/ skills and be able to verbalise these limitations, and with support / training plan to rectify.

Confidentiality

In the course of your duties you may have access to confidential material about patients, members of staff or other business of Manx Care. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2018.

Health & Safety/Security

It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

Safeguarding

The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment.

Staff must work in accordance with all health and social care policies relating to safeguarding

CARE



In Manx Care we pride ourselves on being Committed & passionate, Accountable & reflective, Respectful & inclusive, and Excellent & innovative. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.



JOB DESCRIPTION APPENDIX 1

PHYSICAL, MENTAL & EMOTIONAL DEMANDS OF THE JOB AND WORKING CONDITIONS

Physical Efforts

High Frequency Tasks:

- Physical activity required to assist patients in meeting their care needs.
- Works in ward and room areas that are small and very often warm. Works in confined spaces by and next to beds / chairs. This constitutes a high percentage of time worked and occurs on every working day.
- Frequently moves objects around which include moving and handling patients with and without the use of mechanical aids e.g. rolling patients in bed, using pat-slide. Pushes large food regeneration trolley from food preparation areas to patient areas, move beds around ward area and push beds between wards and departments. Push patients in wheelchairs around ward and between wards and departments. These tasks are performed frequently and occur on every working day.
- Regular admission of patients requiring bariatric care. (morbidly obese, equipment can take weights of up to 70 stones)
- Mobilising patients who have reduced ability to walk independently frequently/ who are at risk of falls i.e. those with epilepsy, intoxicated, drug over-dose every shift.
- Constantly moving around ward and in between wards and departments. Physically active at all times except for designated break times.
- Making and moving beds up to fifteen times per shift. This requires bending down and kneeling to clean under the beds.
- Filling of rubbish bags and linen bags and transporting them to holding bays. Occurs approximately ten times per shift, every shift.
- Running errands to all other areas in the hospital. Occurs during all shifts up to ten times per shift. Pathology, pharmacy etc.
- Escorting patients to appointments in different departments throughout the hospital, e.g. Theatre, X-ray department.
- Equipment storage and cleaning, including preparation and cleaning of trolleys used for clinical procedures.
- Stock maintenance and rotation.
- Compiling admission paperwork packs.
- Tidying and cleaning patient bed areas, nursing stations and clinical areas.
- Frequently answering patient call bells.

Less frequent Tasks:



- Preparing and distributing meals to patients, preparing eating areas, and collection of dishes, three times per day.
- Preparing drinks and snacks, distributing and collecting dishes up to seven times per day.
- Prepare patients for baths / showers and escort to bathrooms.
- Prepare and assist patients to go to the toilet.
- Prepare patients to be ready to eat meals on time, which would include getting patients up out of bed and sit / supporting patients up in bed.
- Assisting patients to eat meals.
- Accessing computer system for PAS administration and looking up patient results.
- Collect and search for patients' healthcare records from all areas of the hospital, involves bending, stretching, climbing stepladders, leaving hospital building

Mental Effort

- Documents care given that is counter-signed by the registered practitioner on every shift.
- Participate in the verbal handover of patients.
- Frequent interruptions while delivering care, to run errands, answer call bells, see to other patients etc.
- Concentration required while undertaking clinical procedures.
- Required to continuously professionally develop and keep records of attainment.
- Attending required mandatory and other appropriate training programmes.
- Frequently answering enquiries on the telephone.

Emotional Effort

- Caring for ill patients whose condition might not improve.
- Caring for patients who are dying.
- Dealing with patients and relatives who may be upset, distressed and potentially angry on a daily basis.
- Planning working day effectively to meet the demands of the patients and ward staff.
- Frequently caring for patients who may be confused and potentially aggressive.
- Caring for patients who are acutely ill and unprepared for situation frequently.
- Caring for patients where interventions have life changing impacts, e.g. stomas, amputees.
- Patients frequently admitted with alcohol intoxication – need skills to diffuse potential volatile situations and persuasion skills.



- High numbers of patients admitted following attempts to self-harm - need to have empathy, be sensitive, and have a non-judgemental attitude.
- High numbers of patients admitted with mental health problems-under mental health sections/ place of safety orders.

Working Conditions

- Handling and disposing of body fluids in the form of urine, vomit, faeces on a daily basis.
- Assisting patients to use the toilet / bathroom every shift.
- Caring for incontinent patients frequently.
- Frequent contact with infectious materials in the form of wound dressings, blood, bodily fluids, aspirations.
- Handling fouled linen frequently.
- Working in hot, often cramped conditions in small bays and side room areas.
- Exposed to unpleasant odours on a daily basis.
- Cleaning used and often contaminated equipment.
- Working with sharp objects where there is a risk of injury, e.g. cleaning away procedure trolleys.
- Caring for people who are unkempt and infested.
- Working with patients and relatives who may be distressed, upset and potentially may become verbally and physically aggressive.
- Frequent distractions to run errands, call bells, etc.
- Often noisy environment due to high turnover of people moving through the Ward / Department.
- Responding rapidly and altering work plans to meet the needs of emergency admissions e.g. cardiac arrest.
- Responding to emergency situations regularly.
- Unpredictable working environment- patients admitted – there can be high numbers of patients admitted/ transferred/ discharged during each shift – patients illnesses fall within varying levels of dependency and severity of illness fluctuating between critically ill to stable.
- Unsocial shift patterns.
- Because of the nature of the area anyone/ or more of the above events can occur daily/ simultaneously.



AGREEMENT OF ABOVE JOB DESCRIPTION

I have read and agree with the above description.

Job Holder's Name:

Job Holder's Signature:

Line Manager's Name:

Line Manager's Signature:

Date:

Date:



MEDICINE & URGENT CARE

**Health Care Assistant
PERSON SPECIFICATION**

CRITERIA FOR SELECTION	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
QUALIFICATIONS		NVQ Level II in Health and Social Care or equivalent knowledge and skills	CV
KNOWLEDGE & EXPERIENCE	Willingness to learn and develop	Previous experience of caring for sick people	CV/Interview
SKILLS & ABILITIES	Good communicator Recognises the importance of confidentiality Basic IT skills		CV/Interview
PERSONAL ATTRIBUTES	Ability to work as part of a team Flexible approach Friendly disposition Willingness to participate in quality initiatives		Interview
OTHER RELEVANT REQUIREMENTS	Adheres to Hospital policies and guidelines Adheres to Health and Safety policies	Isle of Man Worker	Interview/Pre-employment checks/ Application

	Understands the concept and application of clinical governance The post holder will at times be expected to undertake basic administration duties to support the wards multi-disciplinary team Satisfactory Police Check		
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